

**YOUR CORRESPONDENCE MANAGEMENT PROGRAM--  
Its aims and how accomplished**

**1. What is correspondence management?**

It is a streamlining process employing the techniques of effective writing and the use of form and pattern correspondence. The results: Better correspondence prepared by speedier, simpler and more economical means.

**2. How can results be achieved?**

a. By adhering to the approved procedures and style standards set forth in our Correspondence Handbook.

\* b. By striving to write more effectively. Shorten words, sentences, and paragraphs. Eliminate nonessential prepositional phrases. Apply the four S's to your writing: Simplicity, Sincerity, Shortness, and Strength. Avoid using overworked bureaucratic jargon and cliches; strive for clear-cut, snappy sentences.

c. By using form letters, pattern correspondence, and other writing short cuts whenever possible.

**3. What is our approach?**

First, it will be necessary to determine certain facts about your Office's correspondence. What percentage is dictated or drafted? How much is repetitive, subject wise? What percentage, upon review, is returned for rewrite? To what extent is it below average in quality? What percentage of formal correspondence could be replaced by informal notes or discussion? Are unnecessary copies being prepared?

These questions are answered by analyzing samples of correspondence collected over a normal period of operation (preferably 60 days). Samples can be provided simply by having typists prepare an extra copy of each piece of correspondence typed during the sampling period.

From analyses of these samples we can develop form letters, pattern correspondence, and other writing short cuts. We can also determine our writing weaknesses and how best to correct them. To accomplish this you will be provided with written guides and personal assistance from the Records Management Staff, General Services Office.

Promoting and managing this Program is a continuing process of reviewing existing correspondence practices, developing new techniques, and providing your people with service and guidance.